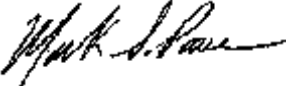




U.S. DEPARTMENT OF COMMERCE
National Oceanic and Atmospheric Administration
NATIONAL WEATHER SERVICE
Silver Spring, Md. 20910

MEMORANDUM FOR: All NWS Regional Headquarters, Regional Maintenance Specialists, Electronic Systems Analysts, and Electronics Technicians [Engineering Handbook (EHB)-13, Series II distribution]

FROM: W/OPS1 - Mark Paese (Acting) 

SUBJECT: Transmittal Memorandum for EHB-13 Series II, Issuance 02-20

1. Material Transmitted:

Engineering Handbook No. 13 Series II, Advanced Weather Interactive Processing System (AWIPS), Section 1.0, AWIPS Information Note 12, Rev C, IBM Linux Workstation Maintenance Concept.

2. Summary:

AWIPS Information Note 12, Rev C, provides IBM support line and Maintenance concept information and updated agency stock numbers for mouse, keyboard, and software. Changes are noted on the left margin.

3. Effect on Other Instructions:

Replace AWIPS Information Note 12, Rev B with this revision.



AWIPS INFORMATION NOTE 12, REV C (for Electronic Systems Analysts)

Maintenance Logistics & Acquisition Division

W/OPS1: FJZ

SUBJECT : IBM Linux Workstation Maintenance Concept

PURPOSE : To provide IBM Support Line Information

AFFECTED SITES : All AWIPS sites that received the IBM Linux workstation.

TECHNICAL SUPPORT : For questions or problems regarding these instructions, please contact Franz J.G. Zichy at 301-713-1833 x128. For questions on installing software, please contact the NCF at 301-713-9344.

INFORMATION

A. Hardware and Operating System Resolution for Units Received Defective

The IBM workstations are covered by a 3-year, 4-hour response, on-site maintenance.

1. In the event sites receive physically damaged IBM workstations, please notify Mr. Jeff Brown at 800-656-0833 x6137 or e-mail him at jjbrown@ibm4pcs.com for replacement parts.
2. If after workstation installation, sites require Linux or O/S support, call the IBM support line at 800-237-5511, and provide them with the **IBM customer number 9234207**.

B. Hardware Resolution for Other Types of Failures

Hardware failures attributed to other than shipment are handled through the NRC. If a workstation or monitor fails, call the NCF, open a trouble ticket, and order a new monitor and/or workstation through CLS.

1. Use ASN: M100-MLWX for the monitor and ASN: M100-8LWX for the workstation.
2. Verify the contents of the box with the new workstation or monitor. Note the keyboard and mouse are not included with the workstation but can be ordered separately. See part E for a parts listing.
3. Use the shipping container of the new monitor or workstation to ship the defective unit back to the NRC.
4. Once the new workstation is installed and working, call the NCF to close the trouble ticket

NOTE: Before sending the defective unit back to the NRC, verify the contents of the box match the inventory of the items received with the new unit.

C. Software Installation and Equipment Monitoring

1. When sites receive instructions from their regional AWIPS focal point to connect the Linux workstations to the AWIPS LAN, install R5.1.2, and the R5.1.2.1 R5.1.2.2 patches.
2. Once the software is installed, the Network Control Facility (NCF) will load the IT/Ops agents and templates on each machine to monitor the new workstations.

D. Application Software Resolution

Sites are asked to treat the IBM Linux workstation software issues the same way as the HP-UX workstations. In the event sites experience software problems with their new IBM workstations, call the NCF at 301-713-9344.

NOTE: The NCF is only authorized to monitor nationally deployed Linux boxes; those using lx-1 and lx-2 hostnames.

E. Recovery CDs

The following items for the IBM Linux workstations are stock National Logistics Support Center (NLSC) in Kansas City, MO.

M100-8LWX-1 - PS/2 Mouse

M100-8LWX-2 - PS/2 Keyboard

M100-8LWX-MP1 - Device drivers and enhanced diagnostics CD

M100-8LWX-MP2 - Software selection CD

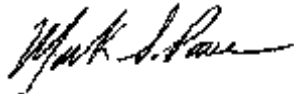
M100-8LWX-MP3 - Set of 3 IBM Linux workstation recovery CDs

REPORTING INSTRUCTIONS

Failed IBM Linux Workstations sent to NRC must be deactivated from the EMRS database. Submit a WS form A-26 using the equipment code AWLNX, a Type Maintenance code of E and an Action Taken code of B (deactivate). Include maintenance activity associated with the equipment failure on the A-26 used for deactivation. Be sure to include the serial number of the failed unit.

Submit another A-26 to activate the new IBM Linux workstation in the EMRS database. Use an equipment code of AWLNX, a Type Maintenance code of E and an Action Taken code of A (activate). Be sure to include the serial number of the new unit.

Two sample WS Form A-26s are provided as Attachment A-1 and A-2



Mark Paese
Acting Chief, Maintenance, Logistics, and Acquisition Division

Attachment A - WS Form A-26 Samples

Attachment A-1 - WS Form A-26 Sample

WS FORM A-26 (4/94)		WS FORM A-26 (4/94)				U.S. DEPARTMENT OF COMMERCE NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION NATIONAL WEATHER SERVICE				Document Number G 49978			
ENGINEERING MANAGEMENT REPORTING SYSTEM MAINTENANCE RECORD													
General Information		1. Open Date 3 / 28 / 02		Time 0900		2. Initials JMM		3. Response Priority (check one) <input type="radio"/> Immediate <input type="radio"/> Routine <input checked="" type="radio"/> Not Applicable		4. Close Date 3 / 29 / 02		Time 1300	
5. Description AWIPS IBM Linux workstation failed; must be replaced through NLSC.													
Equipment Information		6. Station ID ILM		7. Equipment Code AWLNX		8. Serial Number 78-R9415		9. TM E		10. AT B		11. How Mal. 401	
12. EQUIPMENT OPERATIONAL STATUS TIMES		a. Fully Operational <input type="text"/>		b. Logistics Delay <input type="text"/>		Partly Operational		c. All Other <input type="text"/>		d. Logistics Delay 24:00		Not Operational e. All Other 4:00	
13. Parts Failure Information										14. Work Load Information			
Block #	a. ASN	b. NSN	c. TM	d. AT	e. How Mal.	f. Qty.	g. Maint. Hrs.	Type	Staff Hrs.				
1	M100-8LWX		C	R	401	1	3:00	a. Routine					
2								b. Non-routine	4:00				
3								c. Travel					
4								d. Misc.					
5								e. Overtime					
Miscellaneous Information		15. Maintenance Comments AWIPS Linux workstation determined to have hardware failure. Packed up equipment and shipped to NLSC.								16. Initials JMM			
17. SPECIAL PURPOSE REPORTING		a. Mod. No.		b. Mod./Act./Deact. Date 3/29/02		c.		d.		e.			
18. CONFIGURATION MGMT. REPORTING (use as directed)		ASN M100-8LWX		Vendor Part Number (New Part)		Serial Number (Old Part) 78-R9415 C		Serial Number (New Part) EXAMPLE123					

Attachment A-2 - WS Form A-26 Sample

WS FORM A - 26 (4/94)		WS FORM A-26 (4/94)				U.S. DEPARTMENT OF COMMERCE NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION NATIONAL WEATHER SERVICE				Document Number G 49978		
ENGINEERING MANAGEMENT REPORTING SYSTEM MAINTENANCE RECORD												
General Information		1. Open Date 3 / 29 / 02		Time 1310		2. Initials JMM		3. Response Priority (check one) <input type="radio"/> Immediate <input type="radio"/> Low <input type="radio"/> Routine <input checked="" type="radio"/> Not Applicable		4. Close Date 3 / 29 / 02		
										Time 1315		
5. Description Activate new IBM AWIPS Linux workstation in EMRS.												
Equipment Information		6. Station ID ILM		7. Equipment Code AWLNX		8. Serial Number Example123		9. TM E		10. AT A		
										11. How Mal. 999		
12. EQUIPMENT OPERATIONAL STATUS TIMES		a. Fully Operational <input type="text"/>		b. Logistics Delay <input type="text"/>		Partly Operational		c. All Other <input type="text"/>		d. Logistics Delay <input type="text"/>		
										Not Operational		
										e. All Other <input type="text"/>		
13. Parts Failure Information										14. Work Load Information		
Block #	a. ASN	b. NSN	c. TM	d. AT	e. How Mal.	f. Qty.	g. Maint. Hrs.	Type	Staff Hrs.			
1								a. Routine				
2								b. Non-routine				
3								c. Travel				
4								d. Misc.	0:05			
5								e. Overtime				
Miscellaneous Information		15. Maintenance Comments Activate new AWIPS Linux workstation in EMRS.									16. Initials JMM	
17. SPECIAL PURPOSE REPORTING		a. Mod. No.		b. Mod./Act./Deact.Date 3/29/02		c.		d.		e.		
18. CONFIGURATION MGMT. REPORTING (use as directed)		ASN		Vendor Part Number (New Part)		Serial Number (Old Part)		Serial Number (New Part)				